Customer Service Report for EMIB

For the period: Monday, June 01, 2009 12:00:00 AM to Tuesday, June 30, 2009 11:59:59 PM

Snapshot Date: 7/1/2009 7:24:13 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Accounts											
Access/Login	0	0	0	2	0	0	0	0	2	0	5
Account Lockout	4	0	0	0	0	1	0	0	3	0	4
Edit Account	15	0	0	0	0	5	0	0	10	0	5
General Info	14	0	0	0	0	1	0	0	13	0	5
Password Reset	2	0	0	0	0	0	0	0	2	0	6
Password Self Service	1	0	0	0	0	0	0	0	1	0	8
Register/Open	6	0	0	3155	0	2	0	0	3159	0	0
ADB											
DELPRO	0	0	0	1	0	0	0	0	1	0	27
Application Support											
COTS-Other/Troubleshoot	2	0	0	0	0	0	0	0	2	0	15
General Info	0	1	0	0	0	0	0	1	0	0	17
Back Office Support											
Active Directory	5	0	0	7	0	1	0	0	11	0	8
Backup/Restore	7	0	0	1	0	4	0	0	4	0	11
Configuration	1	2	0	1	0	1	0	0	3	0	0
Create Server Service	2	1	0	0	0	2	0	0	1	0	27
Delete Server Service	0	2	0	0	0	2	0	0	0	0	0
Hardware Enhancement	0	2	0	0	0	2	0	0	0	0	0
Migration/Upgrade	0	1	0	0	0	1	0	0	0	0	0
Permissions/Shares	5	0	0	1	0	0	0	0	6	0	13
Reset Limits	21	0	0	2	0	3	0	0	20	0	8
Server Recovery	1	0	0	0	0	0	0	0	1	0	7
Troubleshoot	2	0	0	0	0	0	0	0	2	0	6
Web Hosting	2	0	0	0	0	0	0	0	2	0	12

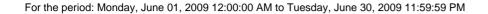# Customer Service Report for EMIB

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	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
CC Technical Operations											
Acct-Maintenance-E-Mail	0	0	0	1	0	0	0	0	1	0	27
Acct-Maintenance-Public Folder	0	0	0	2	0	0	0	0	2	0	12
Blackberry-Troubleshoot	0	0	0	1	0	0	0	0	1	0	25
Server-Troubleshoot	0	0	0	1	0	1	0	0	0	0	0
CIT Categories											
LISTSERV	3	0	0	0	0	0	0	0	3	0	20
Web Site Issue	0	0	0	1	0	0	0	0	1	0	2
CIT Categories-General Information											
General Info	1	0	0	1	0	0	0	0	2	0	2
Connectivity											
TCP/IP	0	0	0	1	0	0	0	0	1	0	2
Email											
Dir Suppt/Change Entry	1	0	0	1	0	0	0	0	2	0	2
Dir Suppt/Email Fwdng	1	0	0	0	0	0	0	0	1	0	23
Entourage	1	0	0	0	0	1	0	0	0	0	0
Exchange Email	9	0	0	7	0	4	0	0	12	0	5
General Info	13	0	0	0	0	1	0	0	12	0	7
MS Outlook	1	0	0	2	0	0	0	0	3	0	23
PKI-Secure Email	2	0	0	0	0	0	0	0	2	0	4
Spam Mail	1	0	0	0	0	0	0	0	1	0	13
General Information											
Inquiry	7	0	0	0	0	1	0	0	6	0	11
System Status	0	0	0	1	0	1	0	0	0	0	0
Hardware											
Acc/Periph/Install/Build	1	0	0	0	0	1	0	0	0	0	0

Customer Service Report for EMIB

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Center for Information Technology

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Desktop/Request	2	0	0	0	0	2	0	0	0	0	0
Desktop/Troubleshoot	1	0	0	0	0	1	0	0	0	0	0
Servers/Install/Build	0	10	0	0	0	9	0	0	1	0	0
Local LAN											
LocalLAN/Connectivity	1	0	0	1	0	0	0	0	2	0	2
LocalLAN/General Info	4	0	0	1	0	0	0	0	5	0	1
NIH Services											
Other	0	0	0	1	0	0	0	0	1	0	0
NIHnet											
Maintenance-NIH Customer	0	0	0	1	0	0	0	0	1	0	0
Server Support-DNS	8	0	0	4	0	0	0	0	12	0	7
Server Support-Other	1	0	0	0	0	1	0	0	0	0	0
Service Prov-IP Address Admin	3	0	0	0	0	0	0	0	3	0	19
OIT Categories											
New Act Dir Dom Acct	1	0	0	0	0	0	0	0	1	0	11
Security											
General Info	1	0	0	0	0	1	0	0	0	0	0
Incident	3	0	0	0	0	0	0	0	3	0	5
Wireless Services											
BB/Other	3	0	0	0	0	0	0	0	3	0	5
Grand Total:	**159**	**19**	**0**	**3197**	**0**	**49**	**0**	**1**	**3325**	**0**	**0**

Total Tickets Closed:	**3326**
Total Tickets Assigned/Pending/Checked Out:	**49**
Total Tickets Created:	**3375**